

How to Setup an Account in the Virtual City Hall (VCH)

Steps:

Click on the **Activate an Account with Us** link.

Don't have a username and password?

Activate your account with us

If you already do business with us, creating a My City Self-Serve profile will allow you to use a variety of services to help you manage your accounts.

- The Resident then provides a **username, password** and **email address** to create the account:

The screenshot shows a web form for account creation. At the top, there are two tabs: "Log On Information" and "Personal Information". The form contains the following fields and elements:

- User Name: *
- Password: *
- Confirm Password: * Matches!
- Email Address: *
- Confirm Email: *
- Type the characters that appear in the picture below: *
 - I'm not a robot
 - reCAPTCHA Privacy - Terms
- Please note: User names and passwords are case sensitive.
- Navigation buttons: Return To Main Menu, << Previous, Next >>

- The resident then provides Account information (i.e. Property Roll Number and Customer ID) to verify their Identity:

The screenshot shows a web form for account verification. At the top, there are two tabs: "Log On Information" and "Personal Information". The form contains the following fields and elements:

- Registration Account Type: *
- Roll Number:
- Customer ID:
- From your latest bill or statement for the account type you have selected, find the information requested and key it in above.
- Navigation buttons: Return To Main Menu, << Previous, Next >>

- The resident is then emailed a link to activate their account. (*Note sample link below*)

Please click on this link to activate your account: <http://localhost/vch/city/contact/Activate.aspx?code=484cb051-7ca5-4e66-8b71-0e73c20c8861>